

## SPSO decision report

**Case:** 201502164, Tayside NHS Board  
**Sector:** health  
**Subject:** complaints handling  
**Outcome:** not duly made or withdrawn, no recommendations

### Summary

Mr C complained because he said the board failed to respond appropriately to his complaint about scheduled appointments with the pain clinic. In particular, Mr C said the board had responded to his complaint saying that there was nothing documented about planned appointments with the pain clinic. However, before receiving the board's response, Mr C said a nurse gave him a written note. The note showed that his medical record had been checked and noted that he was due to attend pain clinic appointments.

We made enquiries with the board but before finalising our investigation, Mr C was freed from prison. We tried contacting Mr C to confirm his new contact details but he did not respond to us. Therefore, we closed his complaint without reaching a finding.